

**DUTY STATEMENT**  
DSH3002 (Rev. 01/2020)



*Box reserved for Personnel Section*

	<b>RPA #</b>	<b>C&amp;P Analyst Approval</b>	<b>Date</b> 07/21/2023	
<b>Employee Name</b>	<b>Division</b> State Hospitals			
<b>Position No / Agency-Unit-Class-Serial</b> 437-200-1138-001	<b>Unit</b> Department of Social Work Services			
<b>Class Title</b> Office Technician (General) – Discharge Coordination	<b>Location</b> Coalinga State Hospital			
<b>Subject to Conflict of Interest</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>CBID</b> R04	<b>Work Week Group:</b> 2	<b>Pay Differential</b>	<b>Other</b>
<p><b>Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions</b> Under the general direction of the Program Director, Department of Social Work Service, and in consultation with the Discharge and Community Integration Specialist, in a healthcare or correctional facility, performs advanced journey level tasks and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact and/or independent origination of correspondence involving knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance and training and assisting less experienced employees.</p>				
<b>% of time performing duties</b>	<b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).</b>			
38%	<p><i>Organizational Performance, Major Tasks, and Responsibilities</i></p> <ul style="list-style-type: none"> <li>• <b>Use clerical and computer skills to assist with the preparation of document files, reports, and maintaining database systems for the Department of Social Work.</b></li> <li>• Researching, drafting, routing, and finalizing correspondence (letters/memorandums) under general direction; utilizing a wide range of knowledge of vocabulary, grammar, and spelling.</li> <li>• Fax and photocopy documents as needed internally and externally following policies and procedures compliant with personal patient information.</li> <li>• Maintain and update Department Manuals, Administrative Directive Manuals, Policy and Procedure Manuals, Department Training Manuals, as well as other manuals as requested.</li> <li>• Assist with the coordination of discharge/referral paperwork with both internal/external stakeholders to obtain placements and resources for patients.</li> </ul>			

32%	<p><i>Acts As A Receptionist</i></p> <ul style="list-style-type: none"> <li>• <b>Receive, screen, and route incoming telephone calls, take messages, answer questions concerning facility/department and refer calls to appropriate staff.</b></li> <li>• Assist employees with questions and refer to appropriate procedures/ training logs, and manuals.</li> <li>• Open, date stamp and process all incoming mail. Prepare outgoing mail appropriately.</li> </ul>
25%	<p><i>Assists with the Following Office Tasks</i></p> <ul style="list-style-type: none"> <li>• <b>Prepare daily sign-in sheets, record staff time usage on the time sheet and perform other tasks related to timekeeping.</b></li> <li>• Ordering/stocking of supplies.</li> <li>• Attend staff meetings as assigned, take, compose, and distribute minutes.</li> <li>• Daily filing of documents.</li> <li>• Complete work orders and follow-up as needed.</li> </ul>
5%	<p><i>Additional Duties As Assigned</i></p> <ul style="list-style-type: none"> <li>• Performs other duties as assigned in relation to social work administrative services, discharge planning/transition services, and program needs.</li> </ul>
Other Information	<p><b>Supervision Received:</b> Program Director, Chief of Social Work Services</p> <p>Regular and consistent attendance is crucial to the successful performance of this position due to critical workload and the time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p>KNOWLEDGE OF AND ABILITY TO: Perform difficult clerical work, including the ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance. Use computer programs and electronically communicate data.</p>

**REQUIRED COMPETENCIES**

**ANNUAL HEALTH REVIEW**

All employees are required to have an annual health review and TB test or whatever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

**INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

**SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety vigilance in the identification of safety or security hazards.

**CPR**

Maintain current certification as indicated by local facility.

**THERAPEUTIC STRATEGIES AND INTERVENTIONS**

Applies and demonstrates knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

**DIVERSITY, EQUITY, AND INCLUSION**

Demonstrates awareness of cultural humility in the workplace to promote fair treatment among fellow staff and patients.

**PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintain and safeguard the privacy and security of patient's protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPPA and all other applicable privacy laws.

**THERAPEUTIC RELATIONSHIPS / RELATIONSHIP SECURITY**

Demonstrate professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

**SITE SPECIFIC COMPETENCIES**

**TECHNICAL PROFICIENCY (SITE SPECIFIC)**

- Working knowledge of Microsoft Word
- Working knowledge of Microsoft Excel
- Working knowledge of MS Projects
- Email/Internet

	<p><b>TRAINING:</b></p> <p>The employee is required to keep current with the completion of all required training.</p> <p><b>WORKING CONDITIONS:</b></p> <ul style="list-style-type: none"> <li>• Report to work on time and follow procedures for reporting absences.</li> <li>• Maintain a professional appearance.</li> <li>• Maintain cooperative, professional, and effective interactions with others.</li> <li>• Comply with hospital policies and procedures.</li> <li>• Be fully acquainted with the rules and regulations of the Department of State Hospitals (DSH) and the hospital.</li> </ul> <p>The employee is required to work any shift and schedule in a variety of settings throughout the hospital as determined by the operational needs of the hospital.</p> <p>I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).</p>										
	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; border: none;">_____</td> <td style="width: 40%; border: none;">_____</td> </tr> <tr> <td style="border: none;">Employee Signature</td> <td style="border: none;">Date</td> </tr> <tr> <td colspan="2" style="border: none;"> <p>I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.</p> </td> </tr> <tr> <td style="border: none;">_____</td> <td style="border: none;">_____</td> </tr> <tr> <td style="border: none;">Supervisor's Signature</td> <td style="border: none;">Date</td> </tr> </table>	_____	_____	Employee Signature	Date	<p>I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.</p>		_____	_____	Supervisor's Signature	Date
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